



# Coordinated System of Care

**Outcomes  
&  
Wraparound**

# Context: The 9% of youths involved with multiple systems consume 48% of all public resources

Washington State  
DSHS, 2004

**9 percent** of  
children who  
received mental  
services from two  
or more DCHS  
administrations  
used  
**48 percent**  
of children's  
mental health  
dollars

**4,200 children**

**Total = 44,900 children**

**Dollars**  
**48%**

***\$81 million***

**Total = 169 million**

# Why are outcomes so poor and costs so high?

Child and family needs are complex

- Youths with serious EBD typically have multiple and overlapping problem areas that need attention
- Families often have unmet basic needs
- Traditional services don't attend to health, mental health, substance abuse, and basic needs holistically
  - Or even know how to prioritize what to work on



# Why are outcomes so poor and costs so high?

Families are rarely fully engaged in services

- They don't feel that the system is working for them
- Leads to treatment dropouts and missed opportunities



# Why are outcomes so poor and costs so high?

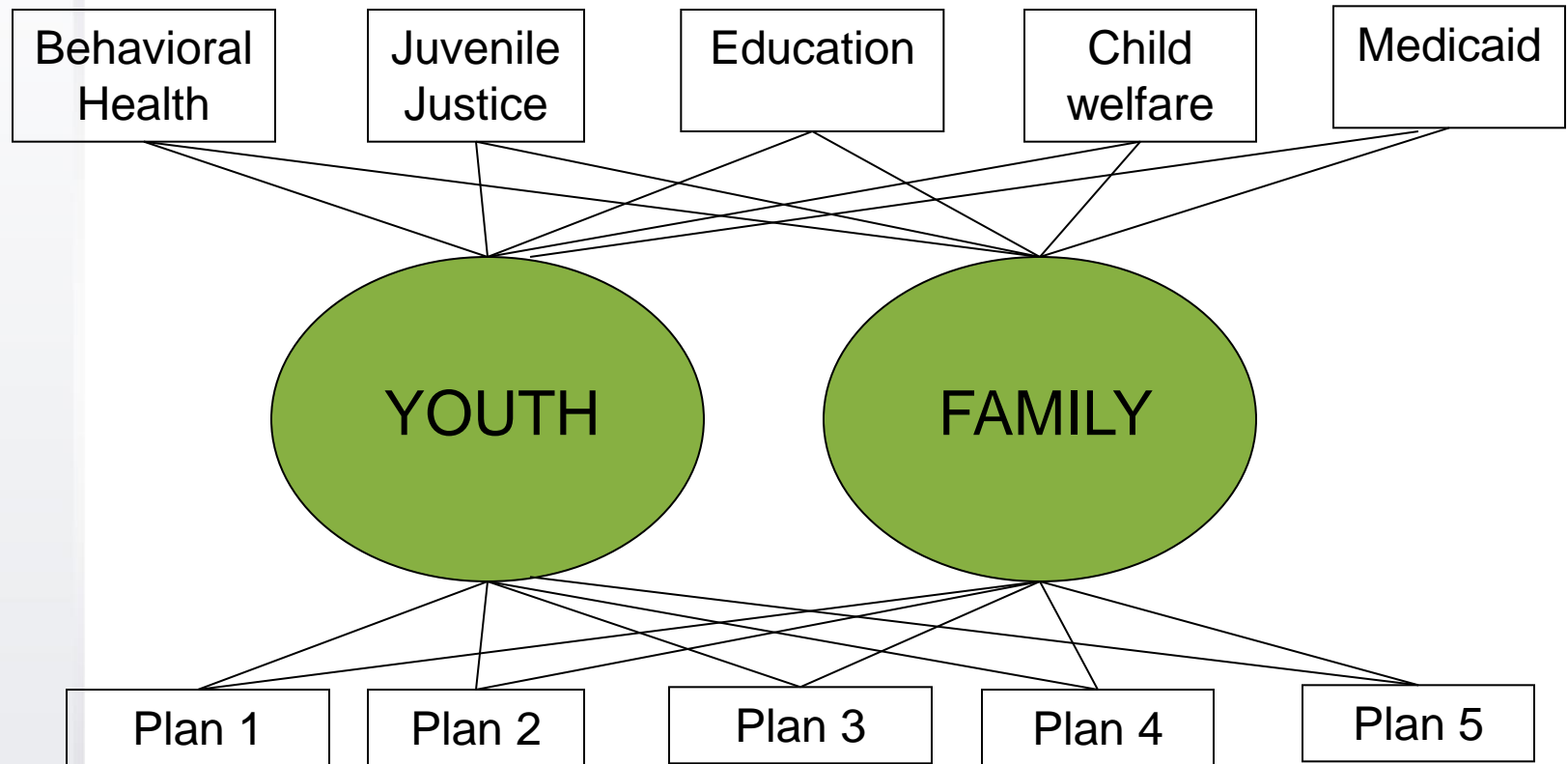


- Systems are in “silos”
- Systems don’t work together well for individual families unless there is a way to bring them together
  - Youth get passed from one system to another as problems get worse
  - Families relinquish custody to get help
  - Children are placed out of home

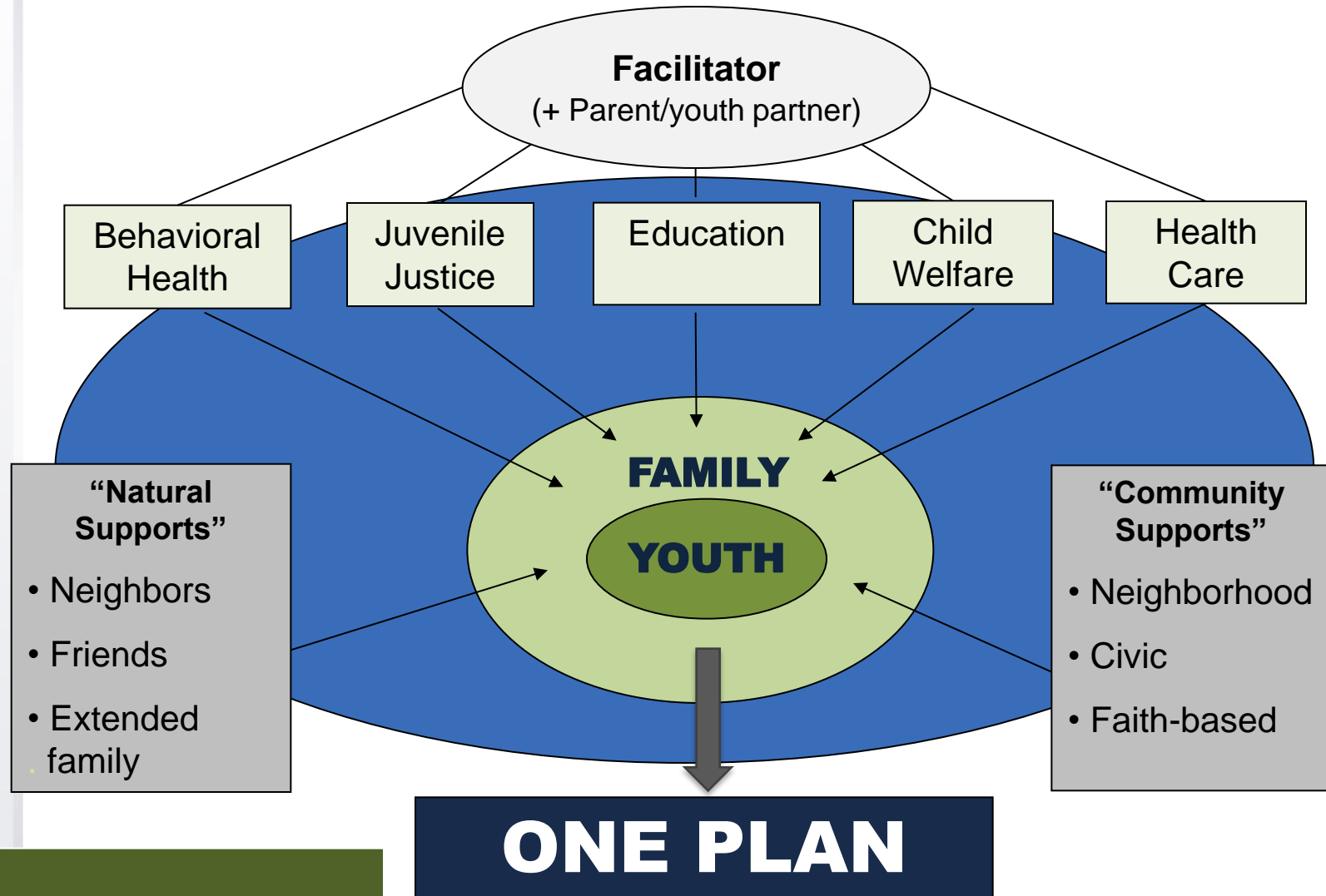


# The silo issue:

## Traditional services rely on professionals and result in multiple plans



In wraparound, a facilitator coordinates the work of system partners and other natural helpers so there is *one coordinated plan*



# Wraparound Principles

1. Family voice and choice
2. Team based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths based
9. Unconditional (and/or “Persistent”)
10. Outcome-based



# OUTCOMES OF WRAPAROUND

***10 CONTROLLED, PUBLISHED STUDIES TO DATE;  
BRUNS & SUTER, 2010***



- Better functioning and mental health outcomes
- Reduced recidivism and better juvenile justice outcomes
- Increased rate of case closure for child welfare involved youths
- Reduction in costs associated with residential placements



# Lower Costs and Fewer Residential Stays

- Wraparound Milwaukee
  - Reduced psychiatric hospitalization from 5000 to less than 200 days annually
  - Reduced average daily residential treatment facility population from 375 to 50 (Kamradt & Jefferson, 2008)
- Controlled study of Mental Health Services Program for Youth in Massachusetts (Grimes, 2011)
  - 32% lower emergency room expenses
  - 74% lower inpatient expenses than matched youths
- CMS Psychiatric Residential Treatment Facility Waiver Demonstration project (Urdapilleta et al., 2011)
  - Average per capita savings by state ranged from \$20,000 to \$40,000

# Lower Costs and Fewer Residential Stays

- New Jersey
  - Saved over \$30 million in inpatient psychiatric expenditures over 3 years (Hancock, 2012)
- Maine
  - Reduced net Medicaid spending by 30%, even as use of home and community services increased
  - 43% reduction in inpatient and 29% in residential treatment expenses (Yoe, Bruns, & Ryan, 2011)
- Los Angeles County Dept. of Social Services
  - Found 12 month placement costs were \$10,800 for wraparound-discharged youths compared to \$27,400 for matched group of residential treatment center youths

# However.... Outcomes depend on implementation

Studies indicate that Wraparound teams often fail to:

- Incorporate full complement of key individuals on the Wraparound team
- Engage youth in community activities, things they do well, or activities to help develop friendships
- Use family/community strengths to plan/implement services
- Engage natural supports, such as extended family members and community members
- Use flexible funds to help implement strategies
- Consistently assess outcomes and satisfaction

# Positive Child and Family Outcomes



COORDINATED  
SYSTEM OF CARE

**Implementation  
Drivers**

**Effective Services with Fidelity  
High-Quality Practice**

**Competency**

**Coaching**

**Systems  
Intervention**

**Organization**

**Training**

**Facilitative  
Administration**

**Selection**

**Decision Support  
Data System**

**Adaptive**

**Technical**

**Leadership**

# Louisiana Data

# WFI EZ

- The **Wraparound Fidelity Index, Short Version (WFI-EZ)**
  - A brief, self-report version of the Wraparound Fidelity Index v.4.
  - Versions of the WFI-EZ are available for facilitators, caregivers, youths, and team members
    - (LA did not collect data from team members)
- The goal was to create a reliable and valid measure of adherence to the wraparound principles that is easier to administer and less time consuming than the full WFI-4 interview protocol.
- Can be completed either on paper or online.
- WFI-EZ also contains questions about satisfaction and outcomes.
- Items on the caregiver, youth, team member and facilitator versions of the WFI-EZ will be parallel to one another, which promotes more straightforward scoring and interpretation of the data.

# **Wraparound Fidelity Index, Short form (WFI-EZ)**



**WFI-EZ** (Wraparound Fidelity Index, Short form v.1.0)

- Fifteen sites across the country have collected a combined total of over 1,000 WFI-EZ surveys
- Official national means were calculated using this first round of data for each respondent and each “key element”
- Currently designing score standardization process to better facilitate the interpretation of EZ scores



# Summary of Respondents

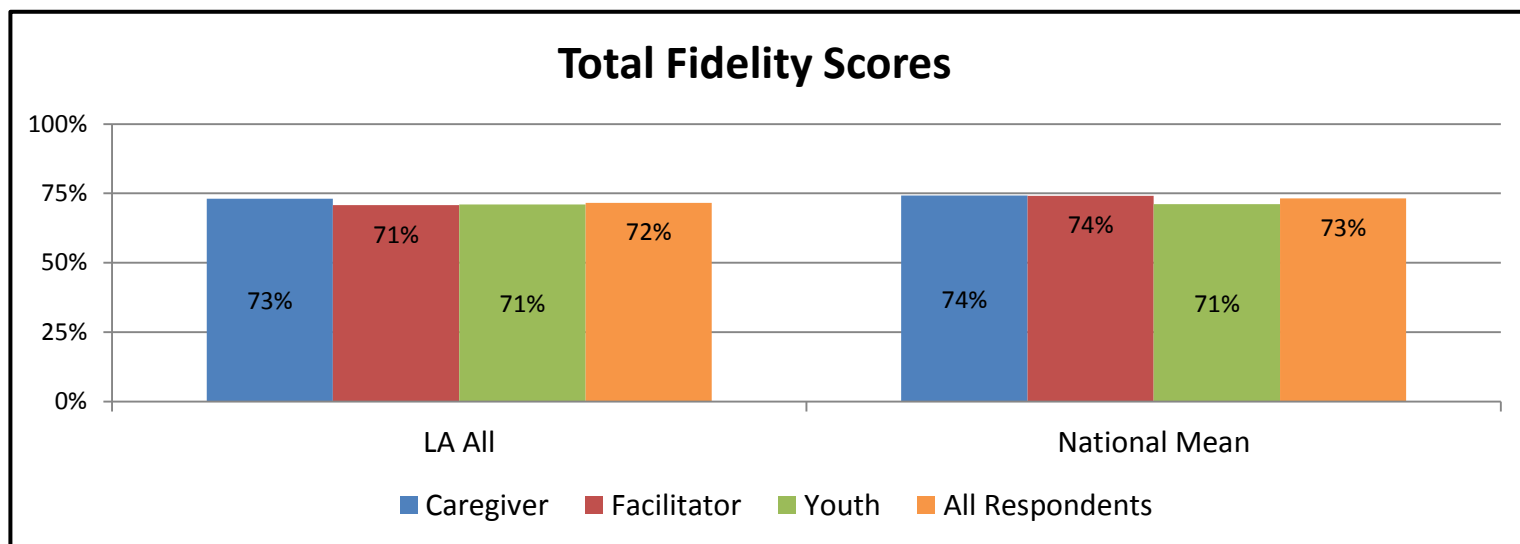


Summary of Respondents						
	Region 1	Region 2	Region 7	Region 8	Region 9	LA All
Number of children/youth	78	77	54	71	78	358
Interviews completed:						
WFI-EZ Caregiver	44	41	34	45	34	198
WFI-EZ Facilitator	78	77	54	70	74	353
WFI-EZ Youth	12	22	13	12	24	83
Total interviews completed	134	140	101	127	132	<b>634</b>

Region	Caregiver	Youth	Facilitator
1	58%	20%	100%
2	57%	35%	100%
7	64%	33%	100%
8	66%	21%	99%
9	45%	36%	95%

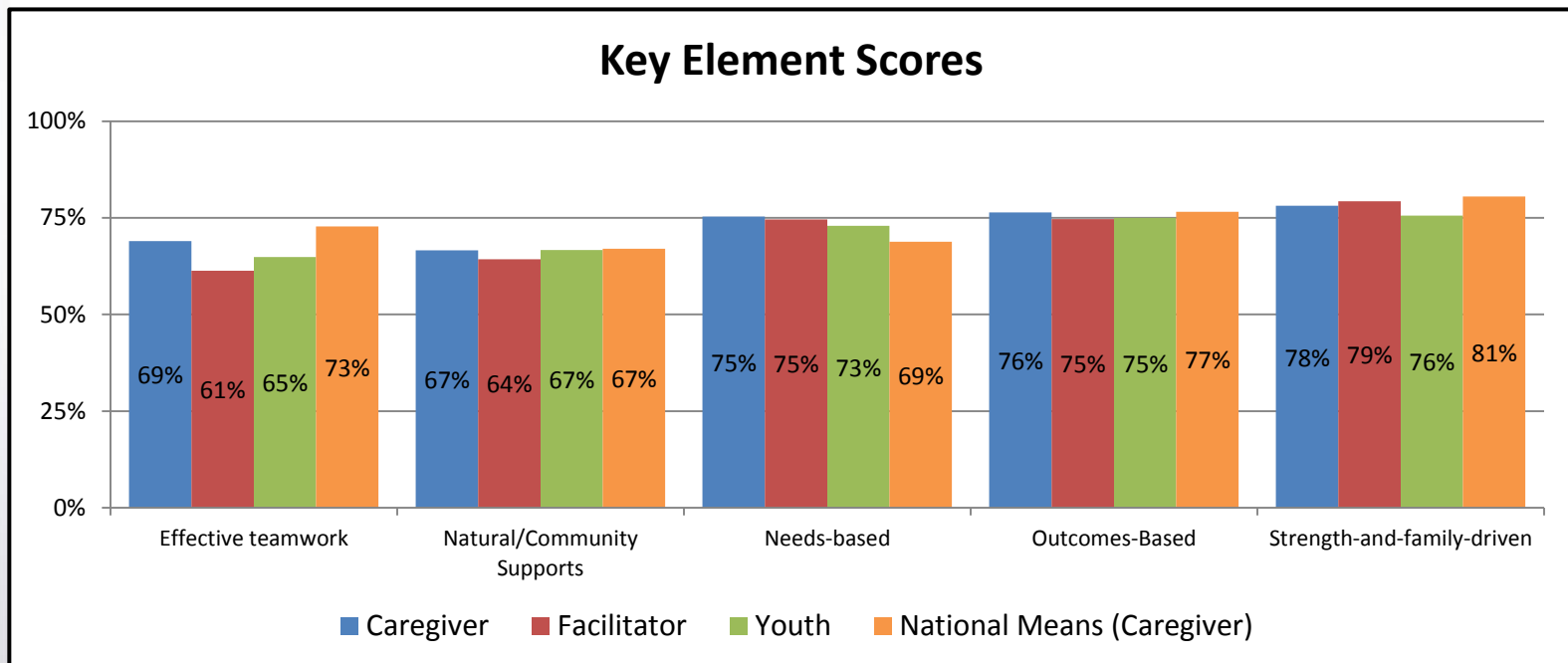
# Total Fidelity Scores

Caregiver and Youth total fidelity scores in Louisiana are very similar to the national comparison sample. The facilitator score, however, is about four and a half percentage points lower than the national average



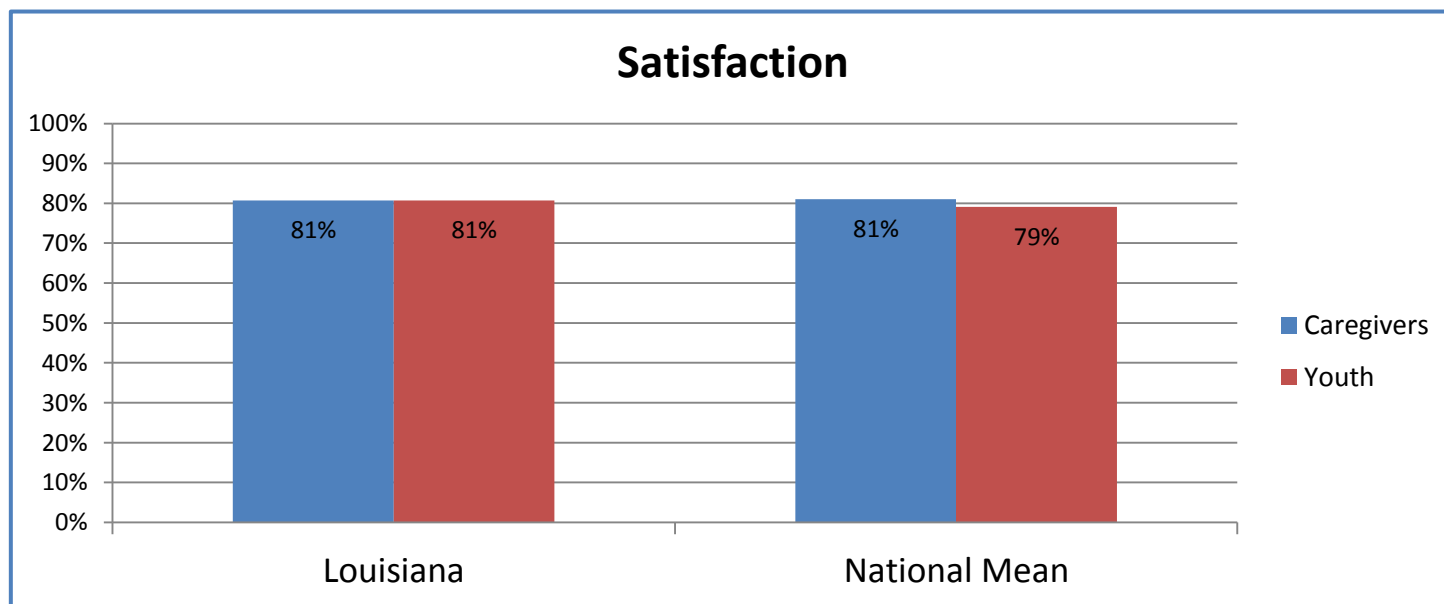
# Key Element Scores

Although overall scores in Louisiana are similar to National Means, Louisiana's scores on the Effective Team work key element are lower, and are higher on the Needs-Based key element.



# Satisfaction

Overall caregiver and youth satisfaction scores are similar to national means, and do not vary dramatically across regions, with no significant differences.



# **Training- University of Maryland**



Initial Contract: May 2012 – April 2014  
Extended: April 2015

## **Responsibilities:**

- Conduct Training for all Wraparound and Family Support Organization staff in the Wraparound Process
- Provide training for Wraparound Clinical Directors and Supervisors in effective Coaching and Mentoring
- Conduct Specialized Training for Parent Support and Youth Support Partners



# Training- University of Maryland

## Targeted Training Audience:

- Wraparound Executive and Clinical Directors
- Wraparound Supervisors/Facilitators
- FSO Executive Director and Supervisors
- Parent Support Partners
- Youth Support Partners

Over 1300 staff participated in more than 60 onsite trainings

# Recommendations

WFI and coaching data show that **ongoing training and coaching support is needed** in all regions on:

- Effective teamwork
- Engaging youth and families
- Helping facilitators and supervisors shift to a family- and needs-driven approach
- Increasing informal and natural supports on teams
- Tracking progress toward outcomes and meeting needs
- Identifying and using functional strengths in planning

# Future Meeting Topics ?

- Claims and Billing
- Contract Process
- Clinical Eligibility
- Data and Reports
- Enrollment
- Financial Eligibility
- FSO and parent/youth involvement
- Information Technology
- MCO Requests (Needs) & Ideas
- Monitoring
- Outcomes
- Provider Network
- Quality Assurance
- Waiver Compliance
- Wraparound Process & Fidelity